SOLARI
MAKING THE COMPLICATED SIMPLE

Solari Communication
Rich Maggiani

Books:
Designed; written; rewritten; and edited;
both original editions and revisions

Ameriprise Financial (RiverSource University)

Communication Framework Worksheet and User Guide
Introduction to Presentation Skills (Level 100)
Instructional Design
Introduction to Presentation Skills Facilitator Guide
Introduction to Presentation Skills Participant Guide
Intermediate Presentation Skills (Level 200)
Instructional Design
Intermediate Presentation Skills Facilitator Guide
Intermediate Presentation Skills Participant Guide

Anchorage Municipal Light and Power and Grimason and Associates

Energy Efficiency Incentives Report

Ascension Technology

driveBAY Setup Guide
medSAFE Setup Guide
trakSTAR Setup Guide

Bio-Tek Instruments

MicroTrak XL

Assay Software Detail Design; v2.0
Detailed Look User's Guide; v1.0
Host Link Functional Specification; v1.0
Host Link Integration Test Plan; v1.0
Host Link Requirements Specification; v1.1
Host Link Requirements Specification; v1.2
Host Link Requirements Specification; v1.3
Instrument Releases Notes; v1.0
Instrument Releases Notes; v2.0
Instrument Releases Notes; v3.0
Instrument Releases Notes; v4.0
Instrument Releases Notes; v5.0
Instrument Releases Notes; v6.0
Instrument Releases Notes; v7.0

Bio-Tek Instruments (cont)

Motor Controller Communications Protocol
Specification; v3.1
Motor Controller Functional Specification; v2.2
PC Message Communications Protocol Spec; v0.1
PC Message Communications Protocol Spec; v1.0
PC Message Communications Protocol Spec; v2.0
PC Message Communications Protocol Spec; v3.0
PC Software Detailed Design; v1.0
PC Software Functional Specification; v3.0
PC Software Functional Specification; v3.1
Product Architecture; v1.0
Product Architecture; v2.0
Product Architecture; v2.1
Product Architecture; v3.0
Software Architecture; v2.0
Software Architecture; v2.1
Software Architecture; v3.0
Software Integration and Release Procedures; v1.0
Software Integration and Release Procedures; v2.0
Software Integration and Release Procedures; v3.0
Software Integration and Release Procedures; v4.0
Software Integration and Release Procedures; v5.0
Software Release Notes; v0.1
Software Release Notes; v1.0
Software Release Notes; v2.0
Software Release Notes; version A
Software Release Notes; version B
Software Release Notes; version B1
Software Release Notes; version C
Technical Reference; v0.1
Technical Reference; v2.0
Technical Reference; v2.1
Technical Reference; version A
Technical Reference; version B
Technical Reference; version C
Technical Reference; version D

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Bio-Tek Instruments (cont)

ELs1000
ELs1000 Operator's Guide; version A
ELs1000 Operator's Guide; version B
ELs1000 Operator's Guide; version C
ELs1000 Operator's Guide; version D

Blue Cross and Blue Shield of Vermont
Response to RFP for IDX Systems Corporation
Response to RFP for State of Vermont
Response to RFP for The Taylor Group

Champlain Software

Windows Library
fx/Report User Guide
fx/Scholar Getting Started
fx/Tools User Guide

Personal Computer Library
Accounts Payable User Guide
Admissions User Guide
General Ledger & Budget User Guide

IBM AS/400 Library
Admissions User Guide
Cash Receipts User Guide
Pre-Admissions and Recruiting User Guide
Payroll User Guide
Registration and Records User Guide
Student Billing User Guide

Connecticut Energy Advisory Board (CEAB) and La Capra Associates
Electricity Procurement Report

Country Home Products
DR Gear-Driven Power Take-off System
DR Trimmer/Mower Operating Instructions
DR Zero-Turn Radius Riding Mower
Neuton Garden Cart Operating Instructions
Neuton Mower Operating Instructions
Neuton Trimmer Operating Instructions

Fletcher Allen Health Care
Laboratory Test Order & Review System
Order & Review Pocket Guide
Physician's Laboratory Test Review System

Green Mountain Coffee Roasters
Designing Questions Class and Student Guide
Interviewing Techniques Class and Student Guide
Learning to Listen Class and Student Guide
Technical Writing Class and Student Guide

Green Mountain Power
Solar Project: System Impact Study
Integrated Resource Plan for 2011
Integrated Resource Plan for 2007

IBM Corporation

System Logic Library
31-Bit Addressing; v2.1.2
Auxiliary Storage Management; v1.3.4
Auxiliary Storage Management; v2.1.2
Auxiliary Storage Management; v2.1.3
Availability Manager; v2.1.6
Checkpoint/Restart; v2.1.2
Checkpoint/Restart; v2.1.3
Communication Management; v2.1.2
Contents Supervision; v2.1
Contents Supervision; v2.1.1
Contents Supervision; v2.1.2
Converter/Interpreter; v2.1
Converter/Interpreter; v2.1.1
Converter/Interpreter; v2.1.2
Dispatcher; v2.1.1
Dispatcher; v2.1.2
Dump Analysis and Elimination; v2.1.1
Dump Analysis and Elimination; v2.1.2
Dumping Services; v2.1.1
Dumping Services; v2.1.2
Event Notification Facility; v2.1.1
Event Notification Facility; v2.1.2
Expanded/Extended Memory Specifications; v2.1
Functional Subsystem Interface; v2.1.1
Initialization and Tuning; v1.3.5
Initialization and Tuning; v2.1.3
Input/Output Supervisor; v1.3
Input/Output Supervisor (Part 1); v2.1.2
Input/Output Supervisor (Part 2); v2.1.2
Job Entry Subsystem/Scheduler Services; v2.1.1
System Initialization Logic; v1.3.4
System Initialization Logic; v1.3.5
System Initialization Logic; v2.1.3
Virtual Storage Management (Part 1); v2.1
Virtual Storage Management (Part 2); v2.1

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IBM Corporation (cont)

Documentation Tool

System Logic Library Documentation Tool Guide; v1.0
System Logic Library Documentation Tool Guide; v2.0

Technical Newsletters; OS/VS2 (Operating System/Virtual Storage 2)

Initialization and Tuning Guide; v1.3.4
Input/Output Supervisor; v1.3.1
Input/Output Supervisor; v1.3.2
Input/Output Supervisor; v1.3.3
System Initialization Logic; v1.3.3
System Logic Library; Volume 3; v1.3.1
System Logic Library; Volume 3; v1.3.4
System Logic Library; Volume 3; v1.3.5
System Logic Library; Volume 5; v1.3.4
System Logic Library; Volume 6; v1.3.3
System Logic Library; Volume 6; v1.3.4
System Logic Library; Volume 11; v1.3.3

Technical Newsletters; MVS/XA (Multiple Virtual Storage/ Extended Architecture)

31-Bit Addressing; v2.1.1
System Initialization Logic; v2.1.2
Auxiliary Storage Management; v2.1.1
Auxiliary Storage Management; v2.1.2
Checkpoint/Restart; v2.1.1
Checkpoint/Restart; v2.1.2
Master Subsystem/Subsystem Interface; v2.1.1
Master Subsystem/Subsystem Interface; v2.1.2
PC Authorization Service Routines; v2.1.1
PC Authorization Service Routines; v2.1.2
Recovery Management Support; v2.1.1
Recovery Management Support; v2.1.2

Supplements; MVS/XA

Initialization and Tuning; v2.1.2
System Initialization Logic; v2.1.2
Master Subsystem/Subsystem Interface; v2.1.1
Master Subsystem/Subsystem Interface; v2.1.2
PC Authorization Service Routines; v2.1.1
PC Authorization Service Routines; v2.1.2
Recovery Management Support; v2.1.1
Recovery Management Support; v2.1.2

Supplements; OS/VS2

Initialization and Tuning; v1.3.4
System Logic Library; Volume 1; v1.3.1
System Logic Library; Volume 6; v1.3.3
System Logic Library; Volume 6; v1.3.4

IBM Corporation (cont)

Project Management

System Logic Library; 16 Volumes; v1.3
System Logic Library; 42 Volumes; v2.1

Hearthstone Stoves

Homestead Gas Stove User Manual

ipCapital Group

Linux inventions for this intellectual property company

A Single Login Process for External; Internet-based Online Services
Adding an Extra Security Level to Credit Card Data Transmissions to Better Thwart the Data's Unauthorized Use
Authenticating a Smart Card When Used for an Electronic Transaction
Consolidating Disparate Supplier Database Structures into a Customized Database System
Creating a Personalized Graphical Interface that Balances Individualized Content with Content Provider Requirements
Creating Task-Specific Virtual Machines to Test for Malicious Code
Customizing Queries Based on User Preferences for Searching Online Content and Returning Customized Results
Efficiently and Securely Purchasing Goods from Online Services
Initially Configuring New Devices and for Installing Software-related Upgrades and Fixes When Available
Implementing a Single Login Process for Internal Computer Services
Installing Only Those Application Features That Are Actually Used
Installing Software Upgrades with Improved Uninstall Capabilities
Method for an Online Merchant to Offer Competitive Product Pricing and Promotions Attractive to their Global Customers
Operating Multiple Applications on a Standard Smart Card
Querying Online Content to Obtain Customized Results Based on Your Particular Requirements
Searching Online Content to Obtain Meaningful Results Using a Web-based Hierarchical Database
Securely Sending Financial Data While Thwarting Attempted Thefts

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ipCapital Group (cont)
Securely Transmitting Information Online When the Security Is Enabled by the Sender
Updating New Application Installations and for Installing Upgrades and Fixes When Available
Upgrading Software and Related Data Files On a Need Basis Without Querying a Database

IDX Systems Corporation
Admissions; Discharges; and Transfers (ADT) System Manager User Guide
Admissions; Discharges; and Transfers Tutorial
Hospital Patient Accounting (HPA) System Manager User Guide
Hospital Patient Accounting Tutorial
IDXConnectR Getting Started
IDXConnectR Procedure Online Help

Kestrel Technologies, LLC
SV1 Application Programmer Interface (API)

LPA Software, Inc
CARRI Macintosh Installation Guide
CARRI Training Manual (co-authored)

Massachusetts Department of Energy Resources (DOER) and La Capra Associates
Renewable Portfolio Standard (RPS) Requirements Feasibility Report

MobiRez–Advertising Associates International
Marketing copy for 80 tourist attractions.

National Life of Vermont
Automated Correspondence Standards

Portfolio Software
Day-to-Day Calendar (Macintosh) Quick Reference Guide
Day-to-Day Calendar (Macintosh) User Manual
Day-to-Day Contacts (Windows) Quick Reference Guide
Day-to-Day Contacts (Windows) User Manual

Province of Ontario Government
Engaging and Influencing Your Audience
Introduction to Presentation Skills
Advanced Presentation Skills

Sung An Machinery
Coater Extrusion Operation User Guide

Systems & Software

enQuesta Customer Information User Guides
Backflow and Cross Connections User Guide
Billing Rates Guide
Billing User Guide
Call Tracking User Guide (co-author)
Cash Receipts User Guide
Credit and Collections User Guide; v2.3
Credit and Collections User Guide; v3.7
Hydrant-Valve-Tap and Transformer User Guide
Meters and Hand-Helds User Guide
New Sites User Guide; v2.3
New Sites User Guide; v3.0
Tax Billing User Guide
Work Order Overview

enQuesta Financial Management Reference Guides
Equipment Maintenance and Scheduling Reference Guide
Inventory Reference Guide
Job Costing Reference Guide
Work Order Costing Reference Guide

enQuesta Training Guides
enQuesta Course Catalog
Inquiry and Navigation e-Learning Interactive CD

Client-Specific Training Guides
Billing Guide
Billing Work Orders
Call Tracking and Letter Generation
Cash Processing
Cash Receipts
Credit and Collections
Meters Management
Pre-Billing Guide
Work Order Overview
Work Order Update

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Systems & Software (cont)

enQuesta System Guides
Configuring the Inquiry Portal
Security Guide; v3.0
Security Guide; v3.7
System Administration Guide

Initial Setup Guides
Customer Information Initial Setup
Finance and Accounting Initial Setup
Setting Up the Control File

enQuesta Features and Benefits
enQuesta Version 2 Features and Benefits
enQuesta Version 3 Features and Benefits
enQuesta Version 4 Features and Benefits

Version Level Enhancements
Version 2.0 Enhancements
Version 2.1 Enhancements
Version 2.2 Enhancements
Version 2.3 Enhancements and Instructions
Version 2.5 Enhancements and Instructions
Version 2.6 Enhancements and Instructions
Version 2.7 Enhancements
Version 3.0 Enhancements and Instructions
Version 3.5 Enhancements and Instructions
Version 3.7 Enhancements

Customer Information Learning Guides
ACH Procedures
Active and Status Codes
Adjusting a Bill; v1.0
Adjusting a Bill; v2.0
Average Winter Consumption
Cash Receipting
Collection Agency Work Order
Consumption History and Financial Codes
Creating Banner Messages
Customized Reporting Code
Disputing a Bill
Electronic Bill Presentment and Payment
EMPAC Interface
Ensuring Accurate Meter Readings
Fixed Billing
Online Readings Edit
Reconciling Accounts Payable Checks
Time-of-Use Billing
Transferring Delinquents to Taxes
Using Standard USPS Zip Codes
WorkPerfect Printer Setup
Writing Messages on Bills

Systems & Software (cont)

Introductory Guides
enQuesta Basics
enQuesta Glossary
Inquiry and Navigation; v2.3
Inquiry and Navigation; v3.0
Introducing *enQuesta*

Marketing Sell Sheets
enQuesta VoiceConnect
enQuesta WebConnect
New Sites and Services
Reporting Solutions

MUPS—Municipal & Utility Package Software
Accounts Payable Reference Guide
Accounts Receivable Reference Guide
Cash Receipting Reference Guide
Continuing Property Records Reference Guide
Cross Connections Reference Guide
Customer Information System Reference Guide
Customer Service & Inquiry Reference Guide
Customer Service & Work Order Reference Guide
Electric Utility Billing Reference Guide
Fixed Assets & Facilities Reference Guide
Gas Utility Billing Reference Guide
General Ledger Reference Guide
Inventory Reference Guide
Job Costing Reference Guide
Payroll Reference Guide
Purchase Orders Reference Guide
Refuse Utility Billing Reference Guide
Sewer Utility Billing Reference Guide
System Admin Reference Guide
Tax Billing Reference Guide
Water Utility Billing Reference Guide

Foundational Documents
Applying FrameMaker Styles to *enQuesta* Documents
enQuesta Style Guide
FrameMaker Templates for *enQuesta* documents (nine templates encompassing a single FrameMaker Book)
Using FrameMaker to Create *enQuesta* Documents
Word Template for Customer Documentation

Online Help
Electronic Billing Online Help
WebConnect Online Help

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Vermont Creative Software
Vermont Views GraphEx User Guide

Vermont Department of Taxes
Grand List User Guide

Vermont School Boards Insurance Trust
Programs and Procedures

Vermont State Colleges

User Guides
Admissions User Guide
Billing User Guide
Data Element Dictionary
Financial Aid User Guide
Fiscal User Guide
Registration User Guide
Report Generator User Guide

Report Samples
Admissions Report Samples
Billing Report Samples
Financial Aid Report Samples
Fiscal Report Samples
Registration Report Samples

Newsletter
Editor; Designer; and Writer for bimonthly *Computing* newsletter

Vermont TelEmergency (TDS Telecom)
Enhanced 911 Request for Proposal Response

Vertek Corporation
Customer Communication Learners Guide

Solari Position Papers

Communication
How Does It Look?
Reading Is Dead
Communication Sometimes Requires Persistence
The Costs of Poor Communication
The Nut as an Effective Marketing Tool
The Ten Tents of Effective Communication (part one)
The Ten Tents of Effective Communication (part two)

Solari Position Papers (cont)

Communication Plans
The Most Successful Companies Communicate Better
A Communication Plan Establishes a Foundation of Success
The Many Benefits of Effective Communication Plans
The Many Reasons for Needing a Communication Plan
Communication by the Numbers
Evaluate and Analyze Your Communication with a Comprehensive Assessment
A Communication Audit Helps You Communicate Better

Listening
Why Is Listening So Under-Appreciated
The Many Benefits of Listening
Personality Traits of an Exceptional Listener
How to Be an Effective Listener
How to Truly Listen

Presentations
Identifying Your Three Presentation Audiences
28 Qualities of a Skillful Presenter
Where Are You Going with that Presentation?
Nine Engaging Ways to Open a Presentation
Open Your Presentation with Pizzazz—Tell a Story
It's All About Your Audience
Yes, I See That

Social Media
Effectively Managing Twitter
How Useful Is Your Twitter Stream?
Influence Your Community by Engaging Them
Embrace Social Media: Blogging and Microblogging
Cloud Computing Intersects with Social Media
The Generational Effect on Social Media
Social Media and Its Effect on Communication
Social Media Strategies
Social Media: Four Steps of Engagement

Writing and Editing
Another Take on Editing: Three New Levels
Five Extraordinary Editing Tasks
The Five levels of Editing
The Nine Tasks of an Editor
An Editor: Your First Reader and Collaborator
Writing 201: Analyzing the Writing Process
The Value of The Society for Technical Communication
The Increasing Importance of Technical Communication

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The Inexorable Rise of the Technical Communicator

Published Articles

Boost Your LinkedIn Profile with Recommendations
Effective Business Communication
How to Better Manage Your Twitter Stream
Making Time for Social Media
Marketing Your Service: On Becoming Visible
On Twittering
Staying Competitive with Social Media
Technical Communication in a Social Media World
The Generational Effect on Social Media
The Value of Your LinkedIn Connections
Town Manages Money Responsibly
Using LinkedIn To Get Work
Why Social Media Is So Wonderful
Your Flowing Twitter Stream

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